

SOCIAL WORKER

FUNCTION OF THE JOB

Under supervision, to perform professional work involving the delivery of social work services to individuals and families in need of counseling and referral services; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Makes initial contact with and receives referrals of clients with a variety of problems which require social work assessment and/or intervention.
2. Maintains a caseload involving clients with personal, family, or socio-economic problems and attends to the related protection and safety needs.
3. Counsels and provides intervention and case management services, coordinating the various social, community and mental health services received by the clients.
4. Informs clients of available programs and services to meet their individual needs, and encourages participation in the most appropriate activities; or ensures participation in court-mandated activities.
5. Initiates and maintains contact with the courts, school, mental health and community agencies to assist individuals and families in need of a variety of human services.
6. Attends and participates in staff development programs, including in-service training, staff meetings, and professional seminars.
7. May provide consultation to other social work personnel and para-professionals.
8. May serve as a representative of the Human Service Agency to interested individuals, professionals and community groups.
9. Acts as a departmental liaison, providing casework direction and supervision to providers of contracted services.
10. Prepares social histories and family assessments, reviews results with supervisor, makes recommendations concerning case disposition, and testifies at court and administrative hearings as required.
11. Conducts assessments of client needs through interview, collateral contacts and other investigations, develops a casework plan with clients, and performs agreed-upon and necessary casework services.
12. Establishes and maintains effective working relationships with clients, families, care givers, service providers, volunteers, community agencies and the public.
13. Prepares and presents detailed oral and written reports.
14. Maintains detailed case records, and develops and prepares statistical reports as required.
15. Performs other duties and special projects as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Considerable knowledge of casework principles and methods.
2. Considerable knowledge of financial, health, mental health, and community resources.
3. Considerable knowledge of the federal, state, and local rules, regulations, and statutes governing the delivery of human services.
4. Considerable knowledge of human behavior, dynamics of groups and families, interpersonal relations, and social interaction.
5. Considerable knowledge of social problems, such as family disorganization, domestic violence, abuse and neglect, discrimination, disability, poverty, unemployment, aging, and their effect on the individual.
6. Working knowledge of social welfare programs, and the role of public human services agencies in

QUALIFICATIONS

Essential Knowledge and Abilities (cont.)

- providing services.
7. Working knowledge of computerized department program software, Internet access, and database, spreadsheet, and word processing programs.
 8. Ability to interpret human service programs to clients and families.
 9. Ability to interpret and explain programs and services available to clients and their families.
 10. Ability to respond appropriately in a crisis situation and provide skilled treatment to clients with severe problems.
 11. Ability to develop appropriate plan of services and to implement the plan with individual clients and their families.
 12. Ability to participate in multi-disciplinary decision making and services coordination as appropriate.
 13. Ability to establish and maintain effective working relationships with clients, families, caregivers, service providers, volunteers, community agencies, and the general public.
 14. Ability to utilize word processing, database, and spreadsheet programs.
 15. Ability to prepare, present, and maintain accurate records and reports.
 16. Ability to communicate effectively both orally and in writing.

Training and Experience

1. a. A bachelor's degree from a recognized college or university in sociology, social work, psychology, or a closely-related field.
- OR
- b. Any bachelor's degree from a recognized college or university with at least four courses in sociology, social work, or psychology, plus one year of professional social work experience.
 2. Social work certification from the State of Wisconsin within six months of employment.